

Enterprise Incident Report May 2011

As of 6/1/2011

GOED

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution		
	High	Low	FCR Total
GOED	2	21	23
	1	8	9
Customer Company Total	2	21	23
	1	8	9

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	MIR Total
GOED	2 0	21 2	23 2
Customer Company Total	2 0	21 2	23 2

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	ATTIR Total
GOED	2 0.00	21 0.29	23 0.27
Customer Company Total	2 0.00	21 0.29	23 0.27

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	MR Total
GOED	2 0	21 2	23 2
Customer Company Total	2 0	21 2	23 2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	ATTR Total
GOED	2 0.25	21 1.69	23 1.57
Customer Company Total	2 0.25	21 1.69	23 1.57

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Detail

INC000000305891	Myrna Hill Metro A Desktop Support	PC/Laptop Burton Brown	Hardware GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.18
INC000000307020	Dominic Brown Capitol Desktop Support	Application Chad Poll	Reporting GOED	Microsoft PowerPoint Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.50 6.63
INC000000307578	Dominic Brown Capitol Desktop Support	Application Chad Poll	Reporting GOED	Novell GroupWise Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.35 4.12
INC000000308226	Cheralyn Anderson Metro B Desktop Support	Application Tom Hanson	Error GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.03
INC000000310632	Patricia Denny Capitol Desktop Support	Application Chad Poll	None GOED	Microsoft PowerPoint Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 1.10
INC000000312500	Greg Slater Application Services	Application Martin Gonzalez	Error GOED	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.87 6.34
INC000000312843	Mary Ann Wright Capitol Desktop Support	Application Scott Wunderlich	Error GOED	Microsoft PowerPoint Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.76
INC000000313140	Myrna Hill Metro A Desktop Support	Application Burton Brown	Error GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 0.73
INC000000313344	Tara Thue Metro A Desktop Support	None Burton Brown	None GOED	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.56
INC000000313352	AMY HAMBLIN Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.38
INC000000314433	Franz Kolb Metro A Desktop Support	None Burton Brown	None GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.64
INC000000314931	Mimi Davis-Taylor Capitol Desktop Support	PC/Laptop Chad Poll	Virus GOED	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 2.85
INC000000315213	Chuck Spence Metro A Help Desk	PC/Laptop Cindy Schroeder	Performance GOED	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000316348	Jenni Osman Metro A Desktop Support	None Burton Brown	None GOED	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02
INC000000317168	Jason Mccurdy Metro A Desktop Support	Application Burton Brown	Error GOED	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.40
INC000000317211	Fred Lange Metro A Desktop Support	None Burton Brown	None GOED	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02

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INC000000317408	Paola Diaz-narvaez	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.02
INC000000317850	Mary Ann Wright	Print/Copy/Scan/Fax	None	None		TIR Missed: No	TIR: 0.07
	Capitol Desktop Support	Scott Wunderlich	GOED	Low	Resolved	TTR Missed: No	TTR: 2.82
INC000000319122	Tammy Goetz	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.39
INC000000319606	Chuck Spence	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	High	Resolved	TTR Missed: No	TTR: 0.50
INC000000320275	Paola Diaz-narvaez	None	None	None		TIR Missed: No	TIR: 0.00
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 0.06
INC000000320846	Dominic Brown	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.18
	Application Services	Martin Gonzalez	GOED	Low	Resolved	TTR Missed: No	TTR: 3.59
INC000000321599	Jill Goodmansen	Application	Error	Novell GroupWise		TIR Missed: Yes	TIR: 1.94
	Metro A Desktop Support	Burton Brown	GOED	Low	Resolved	TTR Missed: No	TTR: 1.94